

Creating and Sustaining a Vision for HIT

Learning Objectives

- Participants will learn and understand how to create a realistic HIT vision to obtain and sustain support
- Participants will recognize potential problems or barriers to obtaining support and learn creative solutions for maintaining support

Innovation

- Three Legged Stool
- Change Management
 - Making change
 - Managing change
- Content and Process Dimensions
- The Change Process
- Skills and Strategies

Process

- State the vision clearly
- Justify why it is important
- Identify strengths to build on
- Identify areas to improve
- Set goals: realistic, reasonable, challenging, attainable goals
- Design Project
- Identify costs
- Determine benchmarks to measure strengths and areas of improvement.

Identify Need

- Quality/Medical Error
- Data Collection and Management:
Integration Challenges and Issues
- Business and Clinical Transformation
- Identify Organization's Patient View
and Vision/Mission
- Determine ROI/ROCI/IRR

HIT Planning Process

- Define HIT value to organization
- Assess alignment of HIT vision and organization vision
- Assess organizational readiness
- Migration path
- Functionality
- Project Management

Strategies

- Early involvement
- Speak same language
- Affirm commonality
- Develop credible business model
- Provide continual feedback

Monitoring

- Set benchmarks in advance
- Measure strengths
- Identify areas of improvement
- Provide continual feedback
- Maintain leadership involvement

Community Change

- Assessment
- SWOT
- Value/ROCI
- Marketing
- Support
- Sustainability

When Problems Arise

- Disciples
 - Dispersed versus concentrated knowledge
 - Trusted relationships
 - High energy
- Look for the solution within the problem
- Realign change management strategies

Lessons Learned

- Innovation/change management knowledge and skills
- Passion and patience
- Relationships, trust, and communication
- Adoption and support for policy principles first, then technology
- The Common Framework
<http://www.connectingforhealth.org>
- Sustainability

Summary

- Early involvement of key stakeholders
- Communication, collaboration, and commitment
- Assess need, determine functionality, project design and management
- Increase awareness, create change, and manage change
- Feedback and realignment

Contact Information

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